

We are currently updating our site; thank you for your patience.

## MAINTENANCE

### WORK REQUESTS – INTRODUCTION

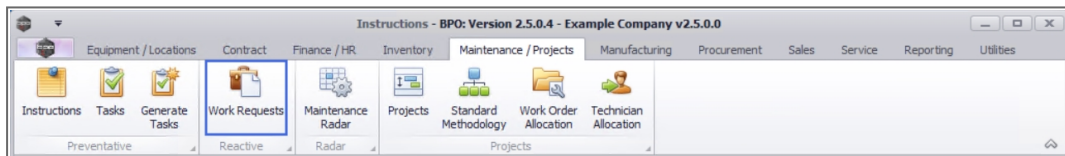
Work Requests can be raised for reactive maintenance, i.e. issues or problems found whilst a current service or maintenance job is being performed.

A Service / Technical Manager can check these work requests and approve or reject them as required. If approved, a Work Order is generated - which can then be assigned to an employee and then actioned.

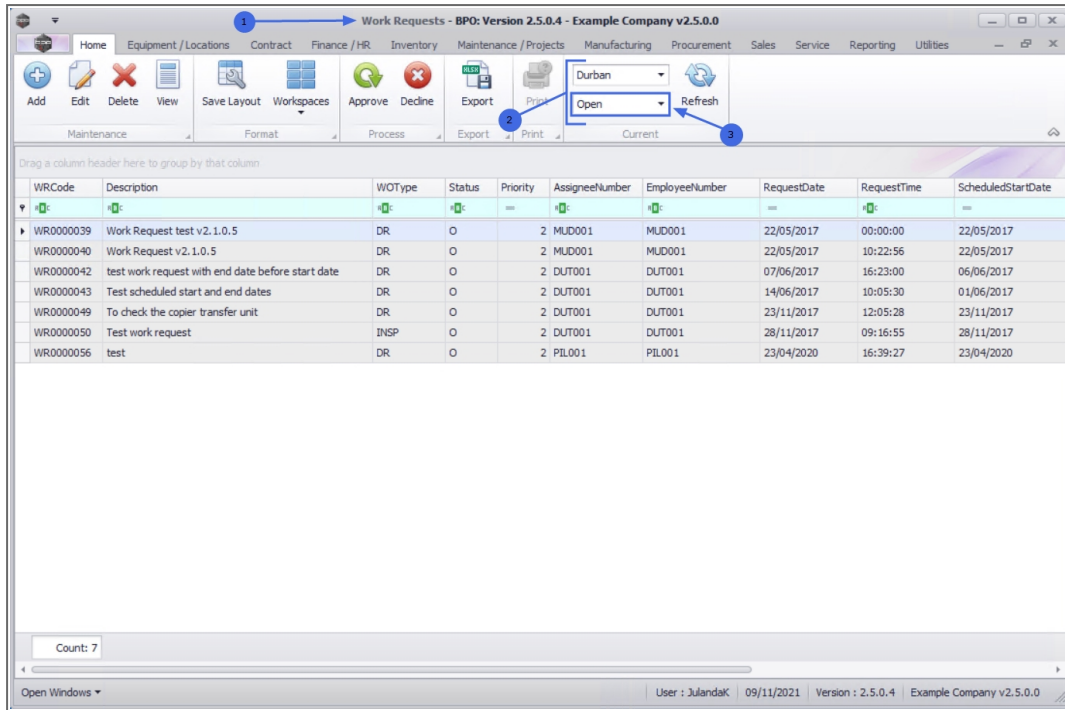
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**Ribbon Access:** Maintenance / Projects > Work Requests

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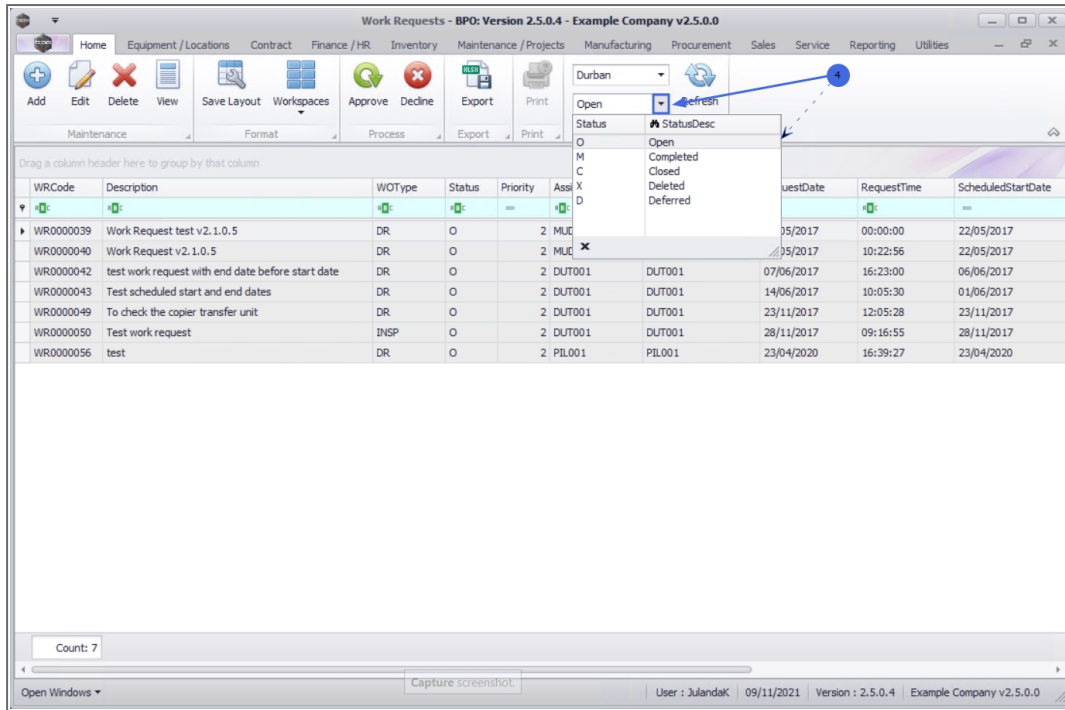
1. The **Work Requests** listing screen will be displayed.
2. From this screen you can view a list of all the work requests for the **Site** and **Status** selected.
3. This screen will open by default in the **Open** status.



## WORK REQUEST STATUS

4. All the work requests in the **Work Request Listing** screen are sorted depending on the **Site** and **Status** selected:

- Open
- Completed
- Closed
- Deleted
- Deferred



## RIBBON ACTION BUTTONS

The Work Requests ribbon action buttons will be available (bold) or unavailable (greyed out) depending on the status selection.

In this screen you can:

- **Maintenance - Add Work Request**
- **Maintenance - Edit Work Request**
- **Maintenance - Delete Work Request**
- **Maintenance - View Work Request**
- **Work Requests - Approve**
- **Work Requests - Decline**

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